

Wilson Kester is a **law firm** dedicated to transforming family law in Michigan through relentless pursuit of excellence and a steadfast commitment to our core values: Empowerment, Truth, Respect, Collaboration, Excellence, and Results. As a **Billing and Collections Specialist**, you'll join a team that empowers clients to emerge stronger, more confident, and prepared to thrive in the next chapter of their lives.

The Billing & Collections Specialist plays a critical role in the operations of the company as the source of financial truth for all cases. The primary objective of the Billing & Collections Specialist is to support company operations by ensuring the financial solvency of the organization. This role is responsible for completion of all client billing, collection of outstanding balances, communication of status updates to relevant departments, and collaboration with administration.

Essential functions

Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

- Accounting support & processing of client/other costs: This role is expected to accurately record and otherwise document in accordance with company needs all received payments, client expenses, requests for reimbursement, and other related items.
- Administrative support: The employee holding this position will actively participate in department and company meetings as necessary. The employee will further work with leadership to meet organizational KPI's, improve firm operations, and ensure consistency of work across the firm.
- Accurate and timely billing: This role is solely responsible for ensuring invoices for completed work are sent to all clients on a bi-weekly basis.
- Pre-billing audits: As requested, this position is expected to generate random samples of bills prior to billing for review of the Managing Paralegal and Managing Attorney.
- Outstanding balance collection efforts: This employee is responsible for consistent and regular efforts to collect all outstanding debts to the organization. This employee additionally manages the relationship with any third-party collection vendors.
- Client communications: This role is expected to serve as the primary point of contact for billing and collection related issues for all clients. Tasks included in this function include but are not limited to:
 - Management of billing questions and concerns from clients in a timely manner
 - Respectful, timely, and consistent communication around retainer amounts, trust replenishments
 - Facilitation of client payments
- Monitoring and reporting: The Billing & Collection Specialist has regular access to detailed financial information with the potential to significantly impact company operations. Consequently, this position is expected to:

- Systematically monitor all cases to identify potential trends/concerns, documenting as necessary to support development of accurate reporting tools
- Communicate relevant findings expeditiously to relevant parties
- Collaborate with applicable departments to identify and enact appropriate solutions
- Perform consistent follow-up to ensure outcomes are achieved

- **Case closure:** This role is responsible for formally closing cases in accordance with company policies and procedures, which includes the return of trust dollars to clients, as appropriate.
- **Other duties:** This position is expected to be flexible regarding tasks completed, and may assist with other general or administrative tasks as requested.
- **Abstain from provision of legal advice:** In performing of this role, the employee may be asked legal questions by clients. Non-attorneys are prohibited by the Professional Rules of Conduct by the State Bar of Michigan and by the ABA rules of Professional Conduct from practicing law. Consequently, this employee must refrain from offering opinions which could be considered legal advice.

Competencies

- Ability to multitask, manage changing deadlines
- Ability to navigate multiple customers (internal/external)
- Basic technology and computer skills (Word, Excel)
- Exemplary customer service
- Exceptional listening and communication skills
- MyCase
- Outstanding organization and attention to detail
- QuickBooks
- Strong teamwork and collaboration
- Technical documentation labeling
- Time Management

Supervisory responsibilities

- This position has no supervisory responsibilities.

Work environment and physical demands

This role operates in a professional office environment. Employees will work indoors using standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

The position is largely sedentary, involving tasks performed while sitting. Some filing activities are required. Specific physical requirements include:

- Close visual acuity for tasks like preparing and analyzing data, transcribing, viewing a computer screen, and extensive reading.
- Ability to operate standard office equipment and keyboards.
- Walking short distances and occasional driving for material delivery.
- Lifting and carrying small parcels and packages.
- Standing, walking, and sitting.
- Stooping, kneeling, bending, and crouching (lifting to 25 pounds).

Travel

- Some travel (10%) may be required. Travel is completed either through a company vehicle, as available, or through a personal vehicle. Personal vehicle travel is reimbursed at IRS rate.

Necessary education and experience

- Minimum: High School Diploma. Valid Michigan driver's license with clean driving record. Three years of experience in a related field.
- Preferred: Minimum plus prior law office experience.

Affirmative Action/EEO statement

Wilson Kester the Empowered Divorce Source is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change.